

Williams, Danisha

From: Virgil, Franchesca
Sent: Thursday, December 27, 2018 12:06 PM
Subject: Division: Open Records Act Request #35052

Good afternoon,

Please see the request listed below and advise if you or any member of your team maintains responsive records. I have a similar request from this same requestor that I will be sending momentarily.

Franchesca Virgil

Paralegal
Office of General Counsel
Georgia Department of Community Health
2 Peachtree Street, 40th Floor
Atlanta, GA 30303
404-463-5291 Phone
770-344-5759 Fax
fvirgil@dch.ga.gov

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From: 66407-89732695@requests.muckrock.com <66407-89732695@requests.muckrock.com>
Sent: Friday, December 21, 2018 4:04 PM
To: Open Records Request <openrecordsrequest@dch.ga.gov>
Subject: Georgia Open Records Act Request: PruittHealth Correspondences

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Department of Community Health
ORA Office
40th Floor
2 Peachtree Street
Atlanta, GA 30303

December 21, 2018

To Whom It May Concern:

Pursuant to the Georgia Open Records Act, I hereby request the following records:

Any and all records of correspondence or communications (written and email) from September 2014 to September 2015 between Georgia Department of Community Health Offices and employees of any PruittHealth facilities, including but not limited to: nursing centers, rehabilitation centers, corporate offices, or other care centers.

Secondly, any and all records of correspondence or communications (written and email) from December 2013 to the date this request is filled between Georgia Department of Community Health Offices and employees, caregivers, physicians, or representatives of any PruittHealth facilities regarding managed care.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 3 business days, as the statute requires.

Sincerely,

Terry Brown

Filed via MuckRock.com

E-mail (Preferred): 66407-89732695@requests.muckrock.com

Upload documents directly: https://www.muckrock.com/accounts/agency_login/departments-of-community-health-7629/pruitthealth-correspondences-66407/?email=OpenRecordsRequest%40dch.ga.gov&uuid-login=4d4ccd53-93a6-4a2b-9680-55940a2ceb35#agency-reply

Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):

MuckRock News

DEPT MR 66407

411A Highland Ave

Somerville, MA 02144-2516

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Williams, Danisha

From: Virgil, Franchesca
Sent: Thursday, December 27, 2018 12:08 PM
Subject: Division - Open Records Act Request #35053

This is the second request. Please be mindful of the request numbers when responding or providing records. They are very similar. Thank you!

Franchesca Virgil

Paralegal
Office of General Counsel
Georgia Department of Community Health
2 Peachtree Street, 40th Floor
Atlanta, GA 30303
404-463-5291 Phone
770-344-5759 Fax
fvirgil@dch.ga.gov

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Follow us on Facebook at: <https://www.facebook.com/gadept.communityhealth>

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From: 66411-16197457@requests.muckrock.com <66411-16197457@requests.muckrock.com>
Sent: Monday, December 24, 2018 3:28 PM
To: Open Records Request <openrecordsrequest@dch.ga.gov>
Subject: Georgia Open Records Act Request: PruittHealth Audits (Department of Community Health)

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Department of Community Health
ORA Office
40th Floor
2 Peachtree Street
Atlanta, GA 30303

December 24, 2018

To Whom It May Concern:

Pursuant to the Georgia Open Records Act, I hereby request the following records:

All available records of audits conducted by your office from December 1, 2013, to the date this request is filled, of PruittHealth and any PruittHealth facility, including but not limited to: nursing, rehabilitation, hospice, care management, home health, or other facilities.

Secondly, all available records of audits conducted by your office from December 1, 2013 to the date this request is filled of The Oaks Skilled Nursing & Rehabilitation Centers, The Oaks Assisted Living Communities, the Sadie G. Mays Health & Rehabilitation Center, Laurel Park Skilled Nursing & Rehabilitation Center, or Peachtree Christian Hospice.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 3 business days, as the statute requires.

Sincerely,

Terry Brown

Filed via MuckRock.com

E-mail (Preferred): 66411-16197457@requests.muckrock.com

Upload documents directly: https://www.muckrock.com/accounts/agency_login/department-of-community-health-7629/pruitthealth-audits-department-of-community-health-66411/?uuid-login=9b85f288-23e9-44b6-b5cc-25d9a17a726b&email=OpenRecordsRequest%40dch.ga.gov#agency-reply

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For mailed responses, please address (see note):

MuckRock News

DEPT MR 66411

411A Highland Ave

Somerville, MA 02144-2516

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Hood III, Joseph W.

From: Rhodes, Lynnette
Sent: Wednesday, December 19, 2018 6:19 PM
To: Hood III, Joseph W.
Cc: Fulenwider, Blake; Jarrard, Matt
Subject: RE: PruittHealth Premier D-SNP

Hi Joe:

Yes, we can handle this. We will reach out to Mr. Bratton. I will be sure to follow-up with you.

Thanks,
Lynnette R. Rhodes, Esq.
Acting Executive Director, Medical Assistance Plans
Department of Community Health
2 Peachtree St., 36th Floor
Atlanta, Georgia 30303
(404) 656-7513 Telephone

From: Hood III, Joseph W.
Sent: Wednesday, December 19, 2018 2:37 PM
To: Rhodes, Lynnette <lrhodes@dch.ga.gov>
Cc: Fulenwider, Blake <blake.fulenwider@dch.ga.gov>; Jarrard, Matt <mjarrard@dch.ga.gov>
Subject: Fwd: PruittHealth Premier D-SNP

Lynnette, Can you or staff assist ?
Get [Outlook for iOS](#)

From: Alan Bratton <alan.bratton@allyalign.com>
Sent: Wednesday, December 19, 2018 2:33 PM
To: Hood III, Joseph W.; Jarrard, Matt
Subject: PruittHealth Premier D-SNP

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Joe and Matt,

We met back in July and I wanted to follow up to see if we might connect or you can connect me with the right parties to

1. Access to the State's online eligibility system to check enrollment
2. Agree on process to verify Medicaid eligibility monthly
3. Point of Contact for crossover claim process

I appreciate your assistance on this.

Alan Bratton
Chief Operating Officer

AllyAlign Health
10900 Nuckols Road
Suite 110
Glen Allen, VA 23060

o) 804-396-6372

f) 804-823-2635

alan.bratton@allyalign.com

www.allyalign.com

Hood III, Joseph W.

From: Alan Bratton <Alan.Bratton@allyalign.com>
Sent: Monday, July 23, 2018 10:05 PM
To: Hood III, Joseph W.; Jarrard, Matt
Cc: Angela Tolbert; Molly Dean
Subject: PruittHealth Premier
Attachments: DCH-PHP Data Interface Plan 2018 07 23.docx

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Joe and Matt,

Thank you for you for taking the time to meet with me on July 10. As we discussed, I have documented an approach to the data exchanges which are required under the agreement between PHP and DCH for our D-SNP. The approach is attached.

Please review and let me know if you would be available over the next week to connect to follow up on these items.

Regards,

Alan Bratton
Chief Operating Officer

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Glen Allen, VA 23060

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**PruittHealth Premier
Dual Eligible Special Needs Plan
Data Interface Plan with Georgia Department of Community Health**

Background

PruittHealth Premier, Inc. (PHP) is a licensed HMO operating Special Needs Plans in the State of Georgia. PHP has entered into a Medicare Advantage Health Plan Agreement (Agreement) with the Georgia Department of Community Health to enable it to operate a Dual Eligible Special Needs Plan (D-SNP) in Clarke County in Georgia. As part of that Agreement, PHP has agreed to meet certain data verification and sharing requirements. This document is to document the assumptions for those requirements.

This document specifically addresses the following requirements:

Item	Cite	Task
1	2.7.1	Required to provide DCH enrolled providers upon request
2	2.7.1	Required to query DCH files to identify Medicaid enrolled providers
3	2.8	List of reports and files to provide to state re Quality Measures; get discrete list
4	2.9	Claims file submission expectation – currently written as not expected or in place.
5	3.1	Elig Verification – need to establish access to the system.
6	3.1	Elig Verification - need a workflow for MA's to follow in this regard
7	3.4	Provider Participation – need to request access to state system
8	N/A	Ability to submit crossover claims to the Georgia Fiscal Agent on behalf of PHP providers

The assumption and/or solution for each item is discussed below.

MA Health Plan Participating Providers – under section 2.7 of the Agreement, PHP is required to maintain contracts with participating providers and to assure adequate access and availability to all medically necessary covered services. Paragraph 2.7.1 is cited below:

2.7.1 Identification of Enrolled Providers. The MA Health Plan *shall submit a query* through the Georgia Medicaid Management Information System using the provider search tool to identify enrolled providers. The MA Health Plan *shall electronically transmit provider participation files to DCH upon request.* The MA Health plan shall include in its provider participation file submission to DCH all network providers contracted by the MA Health Plan to service its members who are dual eligible. Any subsequent provider participation file

**PruittHealth Premier
Dual Eligible Special Needs Plan
Data Interface Plan with Georgia Department of Community Health**

submissions to DCH *shall be limited to additions or deletions from the preceding submissions.*

PHP currently uploads the provider network via CMS' format for Health Service Delivery (HSD) tables. This is done at the time of application and as required by CMS for monitoring and audit purposes. PHP also maintains a network that complies with CMS' access and credentialing requirements. Paragraph 3.4 states that DCH will grant PHP access to the system.

Questions:

1. PHP is required to submit a query to the GA MMIS to identify enrolled providers. We do not understand what we are to query for and what requirements we are required to verify beyond the requirements imposed by CMS.
 - a. Can DCH clarify?
 - b. Can DCH facilitate access to the GA MMIS for this purpose?
2. PHP is required to electronically transmit our provider participation files to DCH upon request.
 - a. If the file format is other than the HSD tables currently in use, can DCH please provide the file format?
 - b. Does DCH anticipate making this request, and if so, can you let us know the timing?
3. PHP is required to limit subsequent submissions to additions or deletions.
 - a. If the file format is other than the HSD tables currently in use, can DCH please provide the file format?

Quality Measures – PHP is required to submit to the State annual HEDIS reports, CAHPs, and other quality strategies and evaluations.

PHP assumes that this requirement is met by submitting copies of reports provided to CMS for HEDIS, CAHPS, and quality.

Claims Files – “Should the State establish file format specifications and a corresponding submission mechanism,” PHP is required to submit to the State quarterly electronic files of claims data. PHP submits encounter data to CMS using the 837I and 837P claim format.

PHP assumes that DCH will provide PHP reasonable notice of this request.

Eligibility Verification – PHP is required to verify eligibility for both Medicare and Medicaid before enrolling a beneficiary into our D-SNP. Per 3.1, the State is to provide access to the State's web-enabled eligibility data.

**PruittHealth Premier
Dual Eligible Special Needs Plan
Data Interface Plan with Georgia Department of Community Health**

PHP needs to be able to verify Medicaid eligibility at the time of enrollment, then to be able to verify that Medicaid eligibility is maintained month after month.

Requests:

1. PHP needs to gain access to the State's online eligibility system for use during the D-SNP enrollment process. Request DCH assist us in gaining that access.
2. PHP needs to verify that Medicaid eligibility is maintained, this would preferably be through a monthly batch process. We discussed a trigger file and response process with Joe Hood and Matt Jarrard; PHP proposes a process in which PHP will send DCH, or their representative, and they respond with an indication that the member is eligible or not. PHP proposes to send a trigger file consisting of the member's Medicare ID number, name and date of birth, and the date we are requesting eligibility confirmation for. DCH would respond by adding a Y or N that the member is eligible on the date and the beneficiaries Aid Category.

Crossover claims – PHP is a Medicare Advantage plan, so we are the primary payer for Medicare benefits. Similar to Medicare fee-for-service, some of these benefits are covered by Medicaid as well, and providers will submit a claim to DCH for payment of the Medicaid portion. PHP would like to be able to provide the services to our provider network to automatically cross those claims over to Medicaid once adjudicated.

Request:

1. Can DCH provide a contact with your Fiscal Agent to work through the details of this process.

Summary

The following are immediate needs per our requirements:

1. Access to the State's online eligibility system to check enrollment
2. Agree on process to verify Medicaid eligibility monthly
3. Point of Contact for crossover claim process

Pending DCH requesting information

1. Process for PHP to submit participating provider information to DCH
2. Validation that HEDIS data submitted to CMS suffices for this agreement
3. Process for PHP to submit claims data to DCH

Hood III, Joseph W.

From: Williams, Danisha
Sent: Thursday, June 28, 2018 2:12 PM
To: Hood III, Joseph W.
Cc: Jarrard, Matt
Subject: RE: PruittHealth Premier

Will do.



Danisha Williams

Commissioner's Office

Executive Confidential Assistant & Community Health Board Coordinator to Frank W. Berry, Commissioner

danwilliams@dch.ga.gov | www.dch.georgia.gov

Office: 404.656.7990 | Fax: 404.651.6880

2 Peachtree St NW 40.46, Atlanta, GA 30303

"Life isn't about waiting for the storm to pass... It's about learning how to dance in the rain!"



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From: Hood III, Joseph W.
Sent: Thursday, June 28, 2018 1:51 PM
To: Williams, Danisha <danwilliams@dch.ga.gov>
Cc: Alan.Bratton@allyalign.com; Jarrard, Matt <mjarrard@dch.ga.gov>
Subject: Fw: PruittHealth Premier

Danisha, please reach out and set up a time to meet with Me. Bratton with myself and Matt

From: Alan Bratton <Alan.Bratton@allyalign.com>
Sent: Thursday, June 28, 2018 1:18:45 PM
To: Hood III, Joseph W.
Cc: Brian Ronnau
Subject: PruittHealth Premier

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Joseph,

My name is Alan Bratton, COO of PruittHealth Premier. We have launched a Dual Eligible Special Need Plan in Georgia and I have been given your name as a point of contact to reach out to on a few interfaces we need to have with DCH. Would you be able to meet with Brian Ronnau (our CIO) and me in the next week so we can discuss the technical requirements we have in our three-way agreement between DCH, CMS and us?

Thanks,

Alan Bratton
Chief Operating Officer

AllyAlign Health
10900 Nuckols Road
Suite 110
Glen Allen, VA 23060

o) 804-396-6372

f) 804-823-2635

alan.bratton@allyalign.com

www.allyalign.com

Hood III, Joseph W.

From: Alan Bratton <Alan.Bratton@allyalign.com>
Sent: Thursday, May 31, 2018 3:57 PM
To: Hood III, Joseph W.
Subject: PruittHealth Premier

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Joseph,

My name is Alan Bratton I am the COO for PruittHealth Premier. We have both an Institutional Special Needs Plan and a Dual Eligible Special Needs Plan operating in Georgia. With the D-SNP there are several requirements in the MIPPA Agreement with the State of Georgia that we need to work out. I was given you as a point of contact. Would you have time early next week to connect so that I can ask you about some of these requirements?

Thanks,

Alan Bratton
Chief Operating Officer

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10900 Nuckols Road
Suite 110
Fleming, VA 23060

o) 804-396-6372
f) 804-823-2635
alan.bratton@allyalign.com
www.allyalign.com

Hood III, Joseph W.

From: Simon, Melanie
Sent: Thursday, May 17, 2018 5:50 PM
To: Hood III, Joseph W.; Howgate, James
Subject: FW: Pruitt Health Valdosta Fire

Just an FYI. Fire at a nursing home. Residents were safely evacuated. All is well.

-----Original Message-----

From: Davis, Cathy
Sent: Thursday, May 17, 2018 5:46 PM
To: Miranda, Andrea <ansanders@dch.ga.gov>
Cc: Johnson, Canessa <canessa.johnson@dch.ga.gov>; Morgan, Norma Jean <normajean.morgan@dch.ga.gov>; Simon, Melanie <msimon@dch.ga.gov>
Subject: RE: Pruitt Health Valdosta Fire

Andrea,

I spoke with the Administrator, Josh Dorn, and he said that the fire was in the laundry room that went in to the ceiling in the kitchen. There was not any damage to any of the resident rooms or the resident care areas. They evacuated the residents to the yard with tents set up and extra staff brought in from Sister facility's. Six residents were evacuated to sister facility's (PH Holly Hills and PH Crestwood). The fire department and the police arrived at the facility. The fire department has cleared the building and given the facility clearance for all the residents to go back to their rooms.

The facility is currently in the process of getting the residents that they evacuated to the sister facility's back. All residents are accounted for. The Administrator stated that there were not any injuries.

Respectfully,

Cathy Davis RN
Regional Director - Southern
State of Georgia, Department of Community Health Healthcare Facility Regulation Division
2 Peachtree St; Suite 31.447
Atlanta, Ga 30303
Cell: 404-276-6468
Fax: 404-657-8934
cdavis7@dch.ga.gov

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Facebook at

<https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fbit.ly%2Fb1GcXI&data=02%7C01%7Cmsimon%40dch.ga.gov%7C3884edf845ec409fb9dc08d5bc3f9af2%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C636621903790362172&sdata=9EuPxDO4a51ouQylbwV%2FdZHTZJQaVT12JBcXpRdSCis%3D&reserved=0>

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-----Original Message-----

From: Miranda, Andrea

Sent: Thursday, May 17, 2018 5:10 PM

To: Davis, Cathy <cdavis7@dch.ga.gov>

Cc: Johnson, Canessa <canessa.johnson@dch.ga.gov>; Morgan, Norma Jean <normajean.morgan@dch.ga.gov>; Simon, Melanie <msimon@dch.ga.gov>

Subject: FW: Pruitt Health Valdosta Fire

Cathy for your information from the SFM. Please let me know what was the outcome when you spoke with the Administrator.

Thanks

-----Original Message-----

From: kshadix@sfm.ga.gov [mailto:kshadix@sfm.ga.gov]

Sent: Thursday, May 17, 2018 5:01 PM

To: Miranda, Andrea <ansanders@dch.ga.gov>

Subject: Fwd: Pruitt Health Valdosta Fire

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Fyi

Sent via the Samsung Galaxy Note5, an AT&T 4G LTE smartphone

----- Original message -----

From: Keith Newbern <KNewbern@sfm.ga.gov>

Date: 5/17/18 4:49 PM (GMT-05:00)

To: Lavon Cooper <lcooper@sfm.ga.gov>, Keith Shadix <kshadix@sfm.ga.gov>

Cc: Dwayne Garriss <DGarriss@sfm.ga.gov>, Glenn Allen <gallen@oci.ga.gov>

Subject: Pruitt Health Valdosta Fire

Gentlemen,

There was a fire today at Pruitt Health Valdosta NHO. This facility was formerly known as Heritage House or Heritage Health Care. No injuries were reported. Residents were evacuated. Lavon spoke with the local Fire Marshal and he stated the damage was contained to the kitchen and laundry. Most of the damage was water damage from suppression. Residents were going to re-enter the facility. Fire and Smoke barriers done their job per the local FM. Lavon will be visiting the NHO first thing tomorrow morning. Let us know if any further action is needed.

Thanks

Keith Newbern

Hood III, Joseph W.

From: Simon, Melanie
Sent: Thursday, March 8, 2018 5:31 PM
To: Lipscomb, Suzannahlouise
Cc: Hood III, Joseph W.; Fulenwider, Blake; Harris, Sherman; Ellis, Marial; Rickman, Jeffrey
Subject: Re: PruittHealth - Notice of Network Outage Issue

This is helpful, Suzannah. Thank you.

Sent from my iPhone

On Mar 8, 2018, at 4:02 PM, Lipscomb, Suzannahlouise <slipscomb1@dch.ga.gov> wrote:

Thank you for letting me know.

As a covered entity (health care provider) under HIPAA, Pruitt Health is responsible for their own compliance with HIPAA. They will need to conduct a risk assessment to determine if a "Breach" (as defined by HIPAA) has occurred. If a Breach has occurred, then they would be responsible for notifying the impacted individuals, HHS/OCR, and the media (if more than 500 individuals were impacted). HHS/OCR is responsible for HIPAA oversight/enforcement.

HHS published a ransomware fact sheet that provides helpful guidance. It's attached. It is a resource freely available to the public and can be shared with Pruitt Health.

It's good that they notified the FBI so that law enforcement can investigate.

Regards,

Suzannah Lipscomb, Esq.

HIPAA Privacy and Security Officer

Office of General Counsel, Health Information Technology Division

Georgia Department of Community Health

2 Peachtree Street, NW

40th Floor

Atlanta, GA 30303

slipscomb1@dch.ga.gov

Office: (404) 463-0341

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From: Simon, Melanie

Sent: Thursday, March 08, 2018 3:40 PM

2
To: Hood III, Joseph W. <joseph.hood@dch.ga.gov>; Fulenwider, Blake <blake.fulenwider@dch.ga.gov>; Harris, Sherman <sheharris@dch.ga.gov>; Ellis, Marial <maellis@dch.ga.gov>; Lipscomb, Suzannahlouise <slipscomb1@dch.ga.gov>; Rickman, Jeffrey <jrickman@dch.ga.gov>
Subject: FW: PruittHealth - Notice of Network Outage Issue

FYI

From: Rich Gardner [<mailto:rgardner@pruitthealth.com>]

Sent: Thursday, March 08, 2018 3:25 PM

To: Simon, Melanie <msimon@dch.ga.gov>; Herring, Deborah <deborah.herring@dch.ga.gov>; Miranda, Andrea <ansanders@dch.ga.gov>

Cc: Annette Salisbury <ASalisbury@pruitthealth.com>

Subject: PruittHealth - Notice of Network Outage Issue

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please find attached a written notice of the network outage issues that we at PruittHealth and our affiliated providers are currently experiencing. As I type this, systems are slowly being brought back online (an obvious example being our e-mail system). I hope to provide you with notice of our return to complete functionality shortly.

Please let us know if you have any questions in the meantime.

Thanks,

<RansomwareFactSheet.pdf>

Hood III, Joseph W.

From: Simon, Melanie
Sent: Wednesday, March 7, 2018 5:06 PM
To: Jarrard, Matt; Harris, Sherman; Fulenwider, Blake; Hood III, Joseph W.
Cc: Ellis, Marial
Subject: Cyber Attack

FYI, we just received word that Pruitt Healthcare has been the victim of a cyber attack, impacting their ability to access patient medical records. A ransom has been requested and the FBI is involved in the investigation.

Melanie Simon
Division Chief, Healthcare Facility Regulation
Georgia Department of Community Health
2 Peachtree Street, N.W., Suite 31-403
Atlanta, GA 30303
(404) 657-3990
msimon@dch.ga.gov

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